Health Care Provider Network Waivers

Health Insurance Company: Health Net Life Insurance Company

Product Name: Health Net SBG PPO Network

Insurance Company's Contact Number: (818) 676-8709

Insurance Company Network Information Website: www.healthnet.com

As of: January 17, 2019

Health insurance companies must be able to deliver timely and appropriate access to health care services by maintaining adequate networks of health care providers and facilities.

If a health insurance network cannot satisfy network adequacy requirements, it must obtain a waiver from the California Department of Insurance. A waiver may be requested for the following reasons: (1) there is an absence of practicing providers or facilities in the area; (2) the health insurance company is unable to contract with a sufficient number of providers or facilities in the area; (3) a provider or facility leaves the network; or (4) the health insurance company proposes an innovative network design shown to provide a benefit to consumers.

The health insurance company will assist covered persons in locating providers or facilities that are available and accessible based on their health care needs. If a network provider or facility is not available within the network adequacy requirements, a covered person may work with Aetna to access an out-of-network provider or facility at the in-network cost sharing.

The waivers granted for this health insurance network are listed in the table below. Please contact the health insurance company's consumer help line noted above regarding the current availability and status of network providers noted below.

Should a coverage dispute arise, contact the health insurance company first. If the dispute is not resolved, contact the California Department of Insurance, Consumer Services Division, 300 S. Spring Street, Los Angeles, CA 90013. If you have any questions, the Department can be reached at (800) 927-4357, outside of California at (213) 897-8921.

Countyi	Facility/Provider Type	Waiver Provisions
Alpine	Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Alpine	 Dentists: Pediatric Endodontists Orthodontists Pediatric Autism Providers Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Butte	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Calaveras	Dentists: PediatricPeriodontistsProsthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Colusa	• Hospitals	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Colusa	 Dentists: Pediatric Endodontists Optometrists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Del Norte	Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Del Norte	 Dentists: Pediatric Endodontists Ophthalmologists Oral Surgeons Orthodontists Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Del Norte	Acupuncturists	Waiver granted based on inability to contract. (Cal. Code Regs. tit. 10 § 2240.7(b)(2).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
El Dorado	Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
El Dorado	 Endodontists Pediatric Autism Providers Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Fresno	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Glenn	Dentists: PediatricProsthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Humboldt	• Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Humboldt	 Dentists: Pediatric Endodontists Ophthalmologists Oral Surgeons Orthodontists Pediatric Autism Providers Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Imperial	Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Imperial	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Inyo	 Hospitals Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Inyo	 Dentists: Pediatric Endodontists Mental Health Providers Ophthalmologists Optometrists Oral Surgeons Orthodontists Pediatric Autism Providers Periodontists Prosthodontists Substance Use Disorder Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Inyo	AcupuncturistsChiropractors	Waiver granted based on inability to contract. (Cal. Code Regs. tit. 10 § 2240.7(b)(2).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Kern	• Hospitals	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Kern	 Dentists: Pediatric Ophthalmologists Pediatric Autism Providers Prosthodontists Substance Use Disorder Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Kings	Dentists: PediatricProsthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Lake	Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Lake	 Dentists: Pediatric Endodontists Oral Surgeons Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Lassen	 Hospitals Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Lassen	 Dentists: General Dentists: Pediatric Endodontists Ophthalmologists Optometrists Oral Surgeons Orthodontists Pediatric Autism Providers Periodontists Prosthodontists Substance Use Disorder Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Lassen	Acupuncturists	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Madera	• Hospitals	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Madera	Dentists: PediatricProsthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Mariposa	 Dentists: Pediatric Endodontists Oral Surgeons Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Mendocino	 Hospitals Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Mendocino	 Dentists: Pediatric Endodontists Ophthalmologists Optometrists Oral Surgeons Orthodontists Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Merced	Dentists: PediatricPeriodontistsProsthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Modoc	 Hospitals Pharmacies Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Modoc	 Acupuncturists Dentists: General Dentists: Pediatric Endodontists Mental Health Providers Ophthalmologists Optometrists Oral Surgeons Orthodontists Pediatric Autism Providers Periodontists Prosthodontists Substance Use Disorder Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Modoc	Chiropractors	Waiver granted based on inability to contract. (Cal. Code Regs. tit. 10 § 2240.7(b)(2).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Mono	• Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Mono	 Dentists: General Dentists: Pediatric Endodontists Ophthalmologists Optometrists Oral Surgeons Orthodontist Pediatric Autism Providers Periodontists Primary Care Physicians Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Monterey	• Hospitals	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Monterey	Dentists: PediatricProsthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Napa	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Nevada	 Dentists: Pediatric Endodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Plumas	Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

Plumas	 Acupuncturists Dentists: Pediatric Endodontists Mental Health Providers Ophthalmologists Optometrists Oral Surgeons Orthodontists Pediatric Autism Providers Periodontists Primary Care Physicians Prosthodontists Substance Use Disorder Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
San Benito	Dentists: PediatricProsthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
San Joaquin	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
San Luis Obispo	Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.

San Luis	- Endodortists	Waiver granted based on absence of
Obispo	EndodontistsProsthodontists	practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Santa Barbara	• Substance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Santa Barbara	 Dentists: Pediatric Pediatric Autism Providers Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Shasta	 Dentists: Pediatric Ophthalmologists Pediatric Autism Providers Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Sierra	 Hospitals Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Sierra	 Dentists: Pediatric Endodontists Optometrists Orthodontists Pediatric Autism Providers Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Siskiyou	 Hospitals Substance Use Disorder Facilities 	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Siskiyou	 Dentists: Pediatric Endodontists Ophthalmologists Optometrists Oral Surgeons Pediatric Autism Providers Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Siskiyou	AcupuncturistsChiropractors	Waiver granted based on inability to contract. (Cal. Code Regs. tit. 10 § 2240.7(b)(2).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Sonoma	Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Stanislaus	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Sutter	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Tehama	 Ophthalmologists Pediatric Autism Providers Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Trinity	HospitalsSubstance Use Disorder Facilities	Waiver granted based on absence of available facilities. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network facilities.
Trinity	 Dentists: Pediatric Endodontists Mental Health Providers Ophthalmologists Optometrists Oral Surgeons Orthodontists Pediatric Autism Providers Periodontists Primary Care Physicians Prosthodontists Substance Use Disorder Providers 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

Tulare	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Tuolumne	 Dentists: Pediatric Endodontists Oral Surgeons Periodontists Prosthodontists 	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.
Yuba	• Prosthodontists	Waiver granted based on absence of practicing providers. (Cal. Code Regs. tit. 10 § 2240.7(b)(1).) Covered persons should contact the health insurer if it is medically necessary for them to access care in closer proximity, or if they cannot get timely access to care at any in-network providers.

 $^{\rm i}$ The service area of the network includes the entire county, unless otherwise denoted.